



**CityWide  
Disaster  
Services**



# USER MANUAL

**P. O. Box 230615  
Brooklyn, NY 11223  
Phone: (718) 266-7808  
Fax: (718) 266-4046  
[www.citywide-citylink.org](http://www.citywide-citylink.org)**

## WELCOME

This User Manual has been prepared for use during the training session and as a reference guide at your workplace. Please take the time to read it carefully and refer to it often. The success and effectiveness of the CityLink program depends on your understanding of the rules and procedures outlined on the following pages.

***NOTE: A copy of this manual should be available wherever the radio is stationed.***

## HISTORY

CITYWIDE DISASTER SERVICES, Inc. (CDS) was established in 1975 as a not-for-profit organization that operates a service network called CW1NY. This radio frequency provides periodic bulletins and real-time information gathered from law enforcement, public safety, transportation, utility and coast guard personnel, to name just a few. CDS, Inc. recently received authorization from the office of Homeland Security to utilize Government Emergency Telecommunications Services.

Effective January 1, 2006, the overall administration and operation of the Interlock, Interwatch, & QueensWatch anti-crime programs was transferred to CDS. CDS, Inc. also assumed the function of responding to emergency calls transmitted over these frequencies which have been re-named CityLink.

Today there are **4 CityLink radio networks** covering all of Manhattan, Queens, and Brooklyn

visit our website at [www.citywide-citylink.org](http://www.citywide-citylink.org)

# BASIC OPERATING PROCEDURES

As a CityLink participant you have been equipped with a two-way radio operable on an assigned frequency. To maximize the effectiveness of this system the following instructions and guidelines should be followed:

- You **MUST** hold the Push-To-Talk (PTT) key to speak to Central and release the key to receive messages.
- Keep a spare battery charged at all times. At the change of each shift the charged battery should be affixed to the CityLink radio and the used battery placed in the charger.
- If your CityLink radio has more than one channel, be certain that everyone who uses the unit knows which channel is for the emergency frequency. You may want to post a list and attach one to the back of the radio.
- During normal operations the CityLink radio should be monitored at all times.
- The CityLink radio should be carried by an authorized participant who has attended at least one training session in the last 4 years, or be monitored by such a person from a fixed location.
- All conditions that require action should be reported immediately over the CityLink radio
- **Stay near your CityLink radio and keep it on after reporting an emergency** so that you can provide additional information if required.

All transmissions over the CityWide & CityLink frequencies are digitally recorded. In order to ensure that your entire transmission is heard and recorded be sure to  
**PAUSE BEFORE SPEAKING**  
**Press the PTT Key for One Second and begin your transmission.**

# WHAT **SHOULD** BE REPORTED USING THE CITYLINK RADIO

If you witness a serious accident, a crime in progress, or the aftermath of a recent crime or accident, it should be reported to the Central Dispatch Center. These include, but are not limited to:

- Homicide and assault
- Robbery, mugging and purse-snatching
- Rape and sexual assault
- Gun shots or person(s) with weapon(s)
- Burglary or criminal trespass
- Auto theft or break-in
- Openly visible use and/or dealing of illicit drugs
- Medical emergency
- Unattended/unidentifiable luggage, backpack, briefcase, or package
- Fire or explosion
- Odor of gas
- Vehicular accident
- Police Officer in need of assistance
- Shoplifting (If you are holding a shoplifter and they are being threatening, report to CityWide-CityLink dispatch, otherwise, call your local precinct for pick-up)

**\*\* IMPORTANT \*\***  
**Report anything you think requires police assistance or other emergency response.**

**NOTE:** *Using the CityLink radio while a perpetrator is still nearby may put you in danger. Try to get a good description, make note of the direction of flight, and wait until they have left the area before reporting the situation to the Dispatch Center.*

# WHAT SHOULD NOT BE REPORTED USING THE CITYLINK RADIO

Many conditions do not come under the jurisdiction of the Police Department or do not require an emergency response. such conditions should not be reported using the CityLink system. Instead, they should be reported using the new 311 phone system.

The 311 Citizens Service Center provides easy access to all non-emergency city services. For example:

- Find out if alternate side of the street parking is in effect
- Report loud noise or blocked driveway
- Report pothole or street/traffic light outages
- Find out about garbage collection, recycling, and proper disposal procedures for large items

The Citizens Service Center

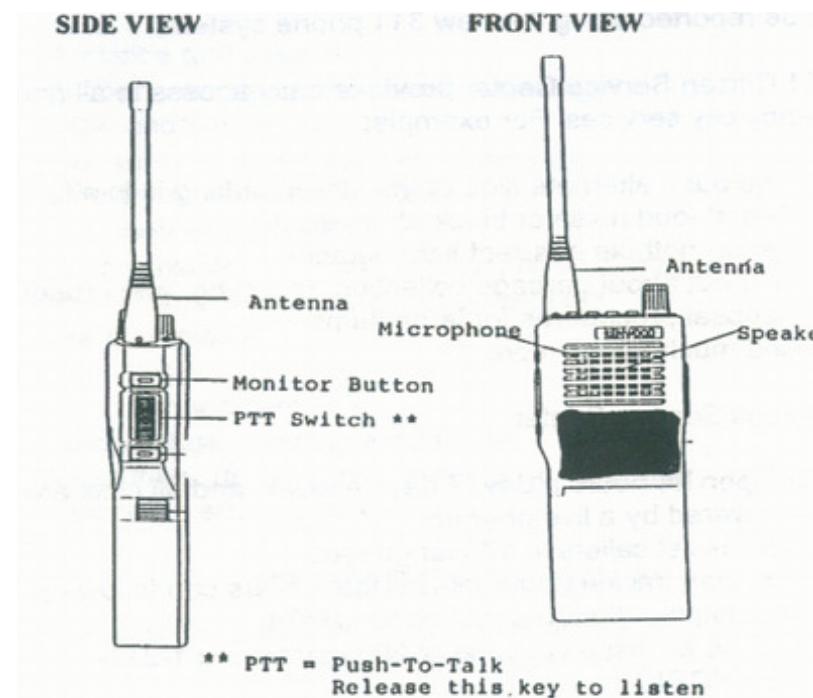
- Is open 24 hours a day, 7 days a week and all calls are answered by a live operator
- Can assist callers in 170 languages
- Provides tracking numbers so that callers can follow up on the status of their request or complaint
- Can be accessed outside of the five boroughs by dialing 1-212-NEW-YORK
- Is accessible to the hearing impaired by dialing 1-212-504-4115

If it is Not an Emergency, dial 311

**KNOW YOUR RADIO**

The illustration below may not be an exact replica of your CityLink radio, however, it can be used as a basic guide.

Take the time to read the manufacturers user manual so that you will become familiar with the particular make and model of the radio you are using for this program.



In addition to the radio parts that are visible to you, each CityLink radio is equipped with an internal “chip” that allows you to transmit over the frequency. This component also serves as an identifier which causes your building information to appear on the computer monitor at the Dispatch Center whenever the PTT button is activated.

# WHAT HAPPENS WHEN YOU PRESS THE “PTT” KEY

The “PTT” key activates the chip that is embedded in every CityLink radio. During the application process each participating location is asked for specific information. This information immediately appears on the computer monitor at the Dispatch Center when the “PTT” is activated:

- Your building address
- Nearest cross streets or avenues
- Alternate entrances
- Name of security contact
- Telephone number at our location
- Type of building (apartments, school, hospital, hotel, etc.)
- Precinct
- Name of building, if applicable \*

\* This information is especially helpful if the name appears on an awning, window, etc. and is visible to responding units as they approach a scene.

As previously noted, every CityLink transmission is digitally voice recorded for future reference. Additionally, whenever a participant keys up their radio and activates the AIB, a printable log is recorded and stored in the computer.

## ALWAYS REMEMBER TO

## PAUSE...BEFORE SPEAKING

Press the PTT Key for One Second and begin your transmission.

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## HOW TO REPORT AN EMERGENCY

As mentioned earlier in this User Manual, all calls made over the CityLink radio are monitored 24 hours a day, 7 days a week, by trained dispatchers at a Dispatch Center.

When reporting an emergency situation that requires immediate response and assistance your transmission should begin with the words, “**Emergency, Emergency**”. You should then identify yourself by your building address. When the dispatcher acknowledges your call you may then provide the exact location of the incident (if other than your building location) and all pertinent details.

***NOTE:** Identifying yourself by your building address serves to confirm the information that has already appeared on the computer screen at the Dispatch Center.*

## EXAMPLE

**PARTICIPANT:** “EMERGENCY, EMERGENCY, THIS IS 245 East 93<sup>rd</sup> Street with an emergency.”

**DISPATCH:** “Go ahead 245 East 93<sup>rd</sup>,”

**PARTICIPANT:** “A man is breaking into a car across the street near 2<sup>nd</sup> Avenue.

Then give a description of the suspect and the vehicle.

***NOTE:** Remember to keep your CityLink radio on and at hand in case Dispatch requires additional information. This is critical regardless of the situation you are reporting. It is recommended that you stay at the scene and advise the CityLink dispatcher when the requested service or units have arrived.*

# PAUSE... BEFORE SPEAKING

## HOW TO PROVIDE A DESCRIPTION OF A SUSPECT

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When giving a description of a person it is important that you include as much detail as possible.

### **EVERYTHING YOU OBSERVE IS IMPORTANT!**

Pay particular attention to those *distinguishing characteristics that cannot be changed*. The following list can be used as a guide.

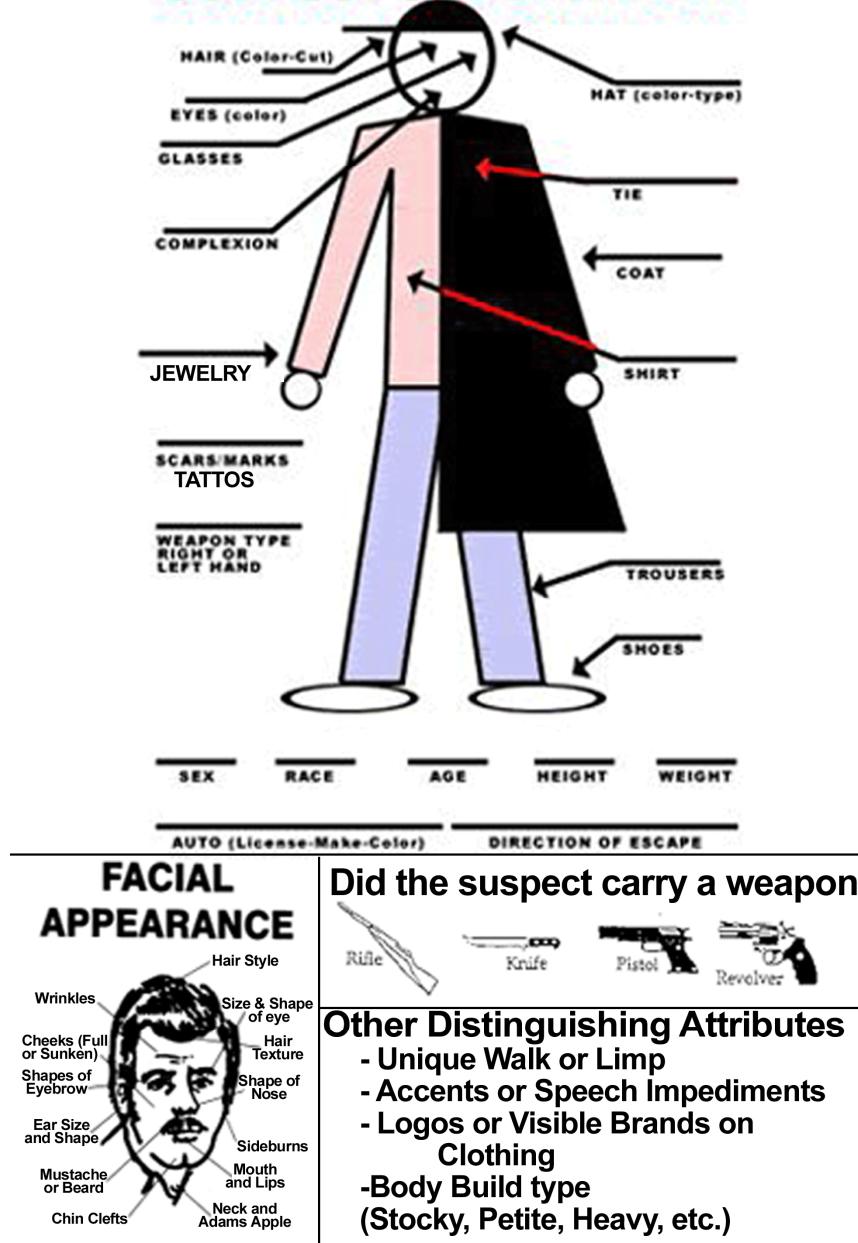
- Number of persons
- Was the subject armed with a weapon
- Sex
- Race
- Complexion (fair, olive, medium, dark, clear, acne)
- Age (estimate using 5 year increments)
- Height (estimate using 2 inch increments)
- Weight (estimate using 10 pound increments)
- Build (If you cannot estimate a weight, you may be able to describe a person as *heavy, medium, slight, petite, etc.*)
- Eyes (color, light or dark, close set, far apart, heavy eyelids, bushy eyebrows, glasses, etc.)
- Distinguishing marks or characteristics (scars, tattoos, birthmarks, a limp when walking, facial tics, accents, etc.)
- Hair color and style
- Facial hair (beard or mustache)
- Clothing (type, color, any visible logos or slogans)
- Shoes (color, style, any visible brand name or symbol)
- Method and direction of escape

### **EXAMPLE**

“Male, white, medium complexion, about 25 years old, 5’8” to 5’10”, 150-150 pounds with short brown hair and a large scar on his right hand. Suspect is wearing a yellow T-shirt, black pants, and Nike sneakers and heading uptown on 2<sup>nd</sup> Avenue near 93<sup>rd</sup> Street.

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## SUSPECT DESCRIPTION



## HOW TO PROVIDE A DESCRIPTION OF A VEHICLE

When giving a description of a vehicle it is important that you include as much information as possible.

REMEMBER, **EVERYTHING** YOU OBSERVE IS IMPORTANT!

Once again, pay particular attention to those distinguishing characteristics that will not change. The following list can be used as a guide.

- Color
- Make
- Body type (SUV, sedan, hatch-back, van, etc.)
- License plate number/state of issue
- Distinguishing marks or characteristics (body damage, sun roof, tinted windows, racing stripes, hub caps, words painted the vehicle)
- Number of occupants
- Direction of escape

## EXAMPLE

"A blue, late model Pontiac sedan, New York license plate Alex-George-Frank – 4434, large dent in front, left fender, driven by a female and headed east on 93<sup>rd</sup> Street towards 1<sup>st</sup> Avenue. Male passenger.

**NOTE:** A criminal will often remove the license plates from one vehicle and affix them to another. For this reason it is important for you to provide as much information and detail as possible.

# SHOULD YOU TAKE

The CityLink radio network is an **OBSERVE & REPORT** program designed to make efficient use of hundreds of civilians who might witness any situation that requires an emergency response and bring the necessary assistance to the scene as quickly as possible.

It is strongly suggested that you leave dangerous, or potentially dangerous situations to police officers and/or other uniformed response units who are trained and equipped to deal with them.

## COMMUNICATION

Communication among participants and between the participants and the Dispatch Center is an important part of the CityLink network. Participants are also encouraged to develop a relationship with the local precinct and the Beat Officer who patrols your neighborhood. Your job and your knowledge of the area give you a unique, day-to-day perspective that can be of great value to the police and to other participants in your area.

The CityLink radio will also be used to broadcast descriptions of suspects, street activity that may have an impact on your street or neighborhood, and other relevant events that are received over CityWide1NY – an interagency frequency which receives periodic bulletins and real-time information from law enforcement, public safety, transportation, utility and coast guard personnel, to name just a few.

To make sure your radio is functioning properly participants should call the Dispatch Center for a radio check.

**NOTE:** *Radio checks are limited to certain times of the day in order to keep the frequency open for emergency transmissions and bulletins.*

**Radio checks should be made between 7:00am and 8:30am and 10:30am and 12:00pm noon.**

If your building address ends in an odd number, you are requested to conduct your radio check ONLY on Monday, Wednesday, and Friday.

If your building address ends in an even number, please conduct your radio checks on Tuesday, Thursday, and Saturday.

## EXAMPLE

**PARTICIPANT:** “Central, this is 711 5<sup>th</sup> Avenue for a radio check.”

**DISPATCH CENTER:** “711 5<sup>TH</sup> Avenue, I read you loud and clear” or “5 x 5”.

**If you do not receive a response to your radio check**, follow these procedures in the order listed until the problem is resolved:

- 1) Be sure the radio is ON and, if you have a multi-channel radio be sure you are on the CityLink frequency
- 2) Wait 2-3 minutes and repeat your radio check
- 3) Move to a different location inside or outside the building and repeat your radio check
- 4) Test your battery and replace if necessary
- 5) Telephone the Chief of Operations (see listing on p.15) and request assistance
- 6) Telephone Radio Repair (see listing on p. 15)

If your transmission is heard but is not transmitting clearly, Dispatch will notify you. In those cases, follow steps 2 and 3.

**NOTE:** Participants can find other radio troubleshooting tips at our website at [www.citywide-citylink.org](http://www.citywide-citylink.org)

## ROLL CALLS

Periodically, CityLink personnel or the Dispatchers will conduct “on-the-air” roll calls. Roll calls are utilized for statistical program purposes and during major emergencies that might impact various participants. When you hear your building address called, simply respond “on the air”.

**NOTE:** : CityLink personnel have been assigned radio designations of **CL1 through CL10** and are authorized to make direct contact with all participants at any time.

## EXAMPLE

**CHIEF OF OPERATIONS:** “We are now conducting a roll call. Please stand by your radios and wait for further instructions.

711 5<sup>th</sup> Avenue – are you on the air?”

**PARTICIPANT:** “711 5<sup>TH</sup> Avenue on the air.”

## THE FINAL WORD

The success of the CityLink network depends on the commitment and professionalism of all participants. It is the responsibility of each member location to keep the CityLink radio in good working order, monitor the frequency at all times during normal operations, show courtesy to the Dispatch Operator, and follow procedures outlined in this manual.

**COMPLAINTS/UNUSUAL OCCURRENCES** should be reported with 24 hours of the incident to the Program Director or the Chief of Operations. The matter in question will be investigated in a timely manner.

**LOST OR STOLEN RADIOS** should be reported immediately to the CityLink Program Director. Lost or stolen radios should also be reported to the Security Director or Supervisor at your location and to your local precinct. Participants are responsible for replacing a lost or stolen radio.

**IF YOU SEE SOMETHING,  
SAY SOMETHING.**

# IMPORTANT TELEPHONE NUMBERS

CityWide Disaster Services Office.....718-266-7808  
Ken Fisher, Chief of Operations.....718-266-7808

You may also contact us at: [info@citywide-citylink.org](mailto:info@citywide-citylink.org)

Visit our website for updated information, training schedules,  
bulletins, etc.

[www.citywide-citylink.org](http://www.citywide-citylink.org)

## Radio Purchase & Repair

**718-336-5500  
917-628-8269**

## Your Local Precinct

**Tel. #:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Contact:** \_\_\_\_\_

**Alt. Tel. #** \_\_\_\_\_

## NOTES

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